

Curbside Survey Results

Date (or expected date) for Starting Service

- Have been providing
- 4/28?? Waiting for guidance!
- 04/01/2020
- May 18
- Already do service upon request but have not advertised it yet. Would like to.
- To be determined; hopefully in May
- ASAP we are ready to go
- 05/15/2020
- n/a
- 3/24/2020
- April 13, 2020
- March 17, 2020 - March 27, 2020 (We stopped)
- May 4, 2020???
- 3/16/20
- Not sure
- May 18, 2020
- 4/22/2020
- No date set
- 4/23/20
- May 15 if the Stay Home Stay Safe Directive is lifted. We had service from 3/18 until the Stay Home Stay Safe Directive was issued.
- Already in place, we have been doing this since 3/21/2020
- March 15, 2020
- 03/23/20
- May 4, 2020 (expected)
- March 19 2020
- When the Governor lifts all but essential travel restrictions.
- March 17, 2020
- May 15?
- March 16, 2020
- 5/1/2020
- As soon as we are given the green light by Gov Scott and ACCD.
- Perhaps after May 15, 2020
- 4/25/20
- April 22
- May 15
- Expected: end of May?
- 4/20/20
- April 29, 2020
- March 24, 2020
- When Governor guidelines indicate we can open up for curbside pickup.
- May 30, 2020

- Now - been doing curbside service for several weeks now
- Curbside will restart when deemed safe. Possibly May 15
- March 23, 2020
- March 18, 2020
- 3/17/20
- Tuesday April 21
- May 15, 2020
- currently offer
- 4/17
- May 5 or May 15
- 04/20/2020
- 03/19/20
- 04/01/2020
- 5/18/2020
- ASAP, awaiting Select Board approval. We were offering the service previously but they discontinued it.
- We had wanted to resume immediately (4/20) but are waiting for additional guidance. No later than 4/27 (our next Trustee meeting)
- 3/18/2020
- ongoing since last month
- unknown right now going by the guidance by the Governor for May 15
- 5/15/2020 however, we are unsure that is the date we are going to offer curbside as a definite. The idea will be that when we start to re-open, curbside will be the first step.
- current
- SERVICE HAS BEEN ONGOING SINCE THE END OF MARCH
- 4/27/20
- Not sure. It will depend on the governor's directive and status of Covid-19.
- We have been offering pickup since we closed, but it is not widely used.
- Tuesday, March 17
- May 2nd?
- Currently Offering
- As of March 17, 2020
- 5/4/20?
- n/a
- not before May 15 unless expressly allowed, possibly later depending on governor's guidance
- March 16, 2020
- May ?

What days/hours are you offering the service?

- Mondays 1-8
- M-F 10-5 & Sat 10-2
- Tuesday, Thursday afternoons most likely
- During the week, when we have staff.
- Monday & Wednesday, 10 am to 2 pm; Tuesday and Thursday, 1 pm to 5 pm
- Upon requests by phone or email and I tell them what days they can come and pick up outside the door in a package.
- To be determined
- M-F 11-1 maybe more depending on need, after May 15 hours would increase
- MWF Noon - 4 PM
- n/a
- Tuesdays and Thursdays between 12-3pm but with flexibility to go beyond if needed
- Monday, Wednesday, Friday 1-5pm
- Mon - Fri 10 - 2
- Tues & Thurs 4-6pm???
- Tuesdays, 2-6pm, Saturdays 10am-1pm
- Not sure
- Expected 2 hours Monday, Wednesday, Friday to give collections time to sit before filling new holds.
- Pickup 12-2 M-F
- na
- once per week
- Not currently. We would offer service from 10-4:00 three or four days per week.
- M-W-TH 10-2, SAT 9-12 (15 hours weekly)
- Tuesday, Wednesday, Thursday, 1-5
- M-F 9am-6pm, Sat 10-noon -- 11 more hours than we're typically open, by the way
- Tuesday - Friday from 11-2
- As needed. Patrons email, message, or call for books. I called patrons with no internet. Or they leave a phone message.
- Currently not offering, we stopped in mid March but would like to offer on Tuesday, Wednesday, Thursday, Friday
- Weekdays
- M/W/F mornings
- Outside pick-up of library materials, books, DVD's, magazines, and audio-books will be available to all patrons on Tuesday through Friday from 9:30 a.m. to 12:30 p.m. and 2 to 5 p.m.
- Pick up Twice a week
- Monday through Saturday 10 AM to 2 PM
- Pickup: Monday 10-12, Thurs. 2-4 Return: Friday 10-12 Only
- Tuesday, Friday from 10-3 & Saturday from 10-1
- noon to 2 PM
- 7:30-3:30 M-F
- We have not determined, but probably almost the same as when we were open, 26 hours a week
- 12 to 4, Monday to Saturday, Tuesdays 4 to 8
- weekly delivery via school bus in conjunction with food delivery to families

- Tuesday and Thursday 10 - 4
- Monday-Friday 10-5 & Saturday 11-2
- Monday Wednesday Friday, 1-3
- Wednesdays 3-5pm, Saturdays 10-Noon
- Will start with 2 hours a day (6 /week)
- Mondays and Fridays 10 am - 3 pm
- Our normal hours (M 10-5, W 12-6, F 12-7)
- Wednesdays & Fridays 10-1
- Tues, Thurs, and Friday 12-3
- M, W, F 12-4 pm.
- Tu, Th, Sa, 11-2
- I don't have a set schedule. I have started going in twice a week and will do it while I'm there.
- Tues, Wed, Thurs, Fri, 10-12 and 4-6 and Sat 10-12
- Monday-Friday. They need to call or email to request items. We will call them back with a time they can pick up.
- M-F 9am-6pm Saturdays 10am-2pm
- Only when someone emails or calls to request material.
- Monday and Thursday 2-7, Tuesday, Wednesday and Friday 10-3
- We were offering M, T, Th from 11-1 and Wednesday 3-5.
- By appointment Monday through Friday
- Mondays, Wednesdays, and Thursday by appointment.
- Mondays, Wednesdays & Fridays 10-2
- unknown. Potentially opening for curbside materials pickup by appt
- N/A
- During normal open hours, staff respond to call or email, requested materials are placed in pickup box on library porch for unlimited access.
- MWF & SATURDAYS BETWEEN NOON AND 2 PM
- Wednesday: 2-6; Saturday: 10-2
- Not offering at the present.
- Monday - Friday
- Unlocked front vestibule, open 24/7. Secondary doors are locked.
- Saturdays for now
- When I can
- M-F: 10-5 pm, S: 10-2 pm
- One day a week
- n/a
- considering 2-3 x/week, 3-4 hour blocks
- Mon, Tues. Wed. 10-1, 2-5, Thurs & Fri. 2-5, Sat. 9-12
- Regular hours of Fri 9-1 and Sa 9-1

Briefly summarize the service you offer?

- We do curbside pickup of materials and will deliver if the patron is unable to come in.
- Books requested by phone/e-mail are bagged and left out on our porch for patrons to pick up.
- Patrons contact the library with requests and we try to meet their needs using weeded or donated items. We are not circulating items we want back at this time.
- Books will be cleaned, checked out to requesting patron and left on porch in labeled plastic bag for pick up.
- Right now upon request by phone or email and I tell them what days they can stop by and get the product curbside. I have not advertised this service until we can the formal okay to do it.
- Patrons would call or email with their requests and our staff would wrap them in a bag and place them outside on a cart with their Library number on the bag.
- Right now if someone calls or a book turns up on hold we get materials ready and if they can come when someone is in the building (we have 1 person in each day to check on things) then we arrange a pick up...very informal and not publicized
- Patrons pick up materials in our vestibule (NOT IN LIBRARY) - items left on tables with names on them. We disinfect all surfaces
- n/a
- Curbside pickup of library materials during a set time/day, by appointment only.
- Parking Lot Pickup allows patrons access to library material through a no-contact pickup service. Delivery is also available.
- Patrons were able to call in requests, place holds on-line or leave a phone message. Staff would then fill request and an email sent to patron for pick-up or a phone call.
- Patrons would provide >24 hr advanced notice, staff would retrieve materials, check out and bag in paper bags, labelled with Patron name /card #, patron park in lot, call library phone(or honk if no cell phone), staff would bring their bag out and leave it on the sidewalk, re-enter the building, at which time the patron could exit their car to retrieve items. Returned books will be put into Quarantine for 14 days, at the end of 14 days, covers will be wiped with a disinfectant wipe (one wipe per book), checked in, and shelved.
- No contact curbside--patrons email/phone requests, books are checked out, bagged and placed on covered porch. Returned books are quarantined for 7 days before checked in or recirculated.
- Virtual services and programs
- We will respond to holds, phone calls and emails and will bag up books to be picked up. We hope to have a volunteer available during the pick up time to assist people and take returns.
- Call or email requests; we check them out; set them outside for pickup when you're on your way.
- online only
- Home delivery now - We were offering curbside first two weeks of Stay HOME.
- When we were offering the service, we placed packaged items from our collection in alphabetical order by surname on a cart in a foyer/vestibule at the front of the Athenaeum building
- Patrons may call the library to speak to the staff member there or they may place a request by email to be filled during those hours.
- curbside pick up of library materials
- at-the-door pickup; delivery to home-bound patrons; printing/scanning/faxing/copying; free books + puzzles; daily newspapers

- Patrons will email or call to request up to 3 library items on Monday - Thursday. Staff would select wearing gloves/masks and place in bag. Staff will call patron to arrange pickup time the following day, if it was done via email. Otherwise done in the phone call request.
- I gather books, movies, or puzzles requested bag the materials label with name and leave them on the front steps for certain times to be picked up
- Not currently offering but would like to offer curbside/parking lot pickup of materials.
- We have a pickup bin at the library where patrons may collect requested items.
- People can place holds on items, I get in touch with them and tell them when they can pick up. I place items in bags with the patrons names on them outside under our overhang for pickup.
- Outside pick-up (see above), home deliveries to Marshfield residents who are senior citizens, online access to eBooks and audiobooks, digital resources such as VT Online Library, Universal Class and Consumer Reports and Wi-Fi available outside of the library
- Patrons may place holds and staff will pull and selections and place them outside on the front porch or on a picnic table outside.
- Pick-up materials in outside entryway by appointment only
- Patrons request items from collection, we gather, check out and bag with patron name, place in foyer. No contact.
- Curbside pickup and delivery
- Email or message ahead to request books; we hand them off outside
- I will leave books at a drop off point at the front of the school or deliver to homes.
- We want to provide call-in initiated circulation, where a patron calls us to say what they would like to borrow, we check it out, sanitize it and put it in a plastic bag and then tape the bag closed. When patron arrives, a library staff person (wearing a mask, hands clean, working alone) takes the plastic bag out to their vehicle. We'll offer to leave it on the bench or put it in their trunk/hatchback for them. They keep the materials until we reopen.
- Contactless curbside pickup
- Students & Families will use a google form to request books. Books will be delivered one day a week via school bus. We are increasing the limit of books students can have out.
- Covered front porch pick up of books, movies, audiobooks; printing of tax forms; photocopying
- Patrons can submit a list online for hold. We package in a paper bag and leave in our foyer for pickup. Patrons will not need to enter building or interact with staff.
- Curbside returns and checkouts
- People order via a google form on our website, email or phone - orders are filled if items are available. We are also a food shelf donation collection site for non-perishable items.
- We will offer phone or emailed requests will be bagged, labeled, and placed on a cart on the front porch for pick up.
- We ask that patrons request materials through email or telephone. Items are placed outdoors on an outdoor table in a clearly marked paper bag with the patrons first name and first letter of the last name. Returns are accepted in the dropbox. Returns are picked up twice per week and quarantined in a room separate from the library space (top of the staircase behind a closed door) in cardboard boxes for one week. After one week items are checked in and returned to circulation.
- We accept requests by phone or e-mail, bag them in new bags, label the bags, and leave on the bench next to the front door. We don't lend anything that has been handled or circulated within the previous 2 weeks. Returns are wiped with sanitizer and quarantined for 2 weeks. Desk surfaces and computer units are sanitized 2-3 times per day.
- We are offering curbside pick up and home delivery.

- We are offering to arrange a pick up time slot for a patron to come pick up 2 books, just outside the building's front door.
- Curb side pick-up of requested items.
- We take requests via email or phone, get items ready, call patron and place items in closed paper bags with a first name on our covered porch. for
- I just started offering curbside pickup last Friday, loaning only books from our collection. I had started a list of patrons that had asked to borrow items. I contacted them, as well as the school to let them know I was willing to give curbside pickup a try. They need to request specific items via the phone, email, or our card catalog. I won't shop the shelves for them.
- Patrons will order books online or by phone the day before. Library Staff (no more than 2 in the building) will pull books, check out, call patron and put in paper bags with patron name. Patron will call and schedule a pick up time. Library staff will book bags of books on table on the library porch for patrons to come and pick up.
- They can call or email to request items. We schedule a time they can pick them up. We check items out for them and leave them in a new plastic bag outside the library with their name on it.
- Pick up packaged items on our porch or delivery
- Some people really need their books for sanity. They know if they call us, we will arrange to drop the items off outside the door.
- We are planning to resume curbside circulation of library materials once the governor's stay home order ends. We plan to offer that service until library administration deems it safe to open the building to patrons.
- Pick up of checked out library materials including books, dvds, magazines, and educational backpacks.
- Patrons make their request by phone, email or Facebook message for specific items or themed book boxes. We contact them when we have materials ready to go (or to talk about availability/substitutions, etc.), and we make arrangements for pick-up or local delivery. Delivery is to mailbox or porch, with no face-to-face contact. Returns may go through our book drop or be left off during pick-up of new materials. Returned materials are quarantined for at least 4 days before being returned to circulation.
- Patrons fill out a request form or place a phone call or email. Their order is pulled and checked out. Deliveries are made to homes (with a drop-off location that has no person-to-person contact) on Wednesdays and Thursdays. Deliveries are driven by a volunteer driver. Patrons can also designate the library parking lot as a pick up location. They are assigned a 15-minute pick-up window to avoid patrons picking up materials at the same time. Staff wear masks in the building and masks and gloves when delivering orders.
- Anything that appears in the catalog as available can be checked out to patrons for pickup on a cart curbside.
- Only virtual at this time. Would consider curbside pickup of materials only.
- We are not currently offering the service. Awaiting Stay Home/Stay Safe order or further instructions on safe handling of the items.
- Materials are placed on library porch for unlimited access
- PATRONS REQUEST BOOKS OR MOVIES AND I PUT THEM OUTSIDE FOR THEM TO PICK UP
- Patron pickups, with optional car-side or delivery for those with mobility issues.
- Patrons called the library requesting titles.
- Patrons can request items that are available in our collection only. They can call or email in a request, or fill out the form on our website.

- Books/movies/audios care packages, craft supply care packages & starting 4/23 food shelf care packages
- Curbside books.
- Patron calls or emails and I fill a bag which I hang outside of library with patron's first name only.
- All Digital Services, Books, DVDs, CDs, Magazines, etc.
- I am working on plans to offer curbside service and delivery one day a week.
- We offer free book and DVD's. We have 24/7 WiFi along with Overdrive, Learning Express, VOL, Universal Class and we signed up for RB Digital and we are in the process of signing up for Kanopy.
- Considering asking patrons to stay in cars, staff put items in trunk
- Curbside pick-up.
- We'll offer book pick up after email or phone request

Do patrons let you know when they arrive, or is there an open window?

- We have an outdoor table where wrapped packages are left for patrons.
- No open window. Hope to have books out for patrons because our entry way is narrow (wheelchair ramp) so keeping 6 ft distance is not easy!
- We put the items in a shopping bag with their name on it next to the entrance and they pick it up when they can.
- We will let patrons know that items will be left on porch and that others may see what they have checked out.
- "The package is set aside for them by the door with the patron first name and initial of last name attached. I let them know when they can come get it. I did have a patron change his mind after the package of books was left outside. Had to go all the way back to the library when they let me know via email that it was not picked up. This has been the only issue so far.
- We leave their requests on the cart and they pick their bag up when they arrive. (We did this service for about a week before we closed)
- The ring the bell
- We let them when they are ready
- Patrons preselect an appointment time with me, so they arrive at their set time to pick up, and they are the only patron arriving at that time. Appointments are spaced 15 minutes apart.
- Packaged deliveries are labelled with patron name and left on a book cart on the front porch.
- We directed patrons to our rear entrance where there is a bell. I can actually see patrons arrive out my windows as well. Books were tagged inside the back door in a bag and staff would set them outside of the door. Patrons would pick them up. We did ask everyone to keep the items until we reopened and to not use the book drop. It has worked extremely well. We may do this again or may wait until we may be fully open. All wait and see for timing.
- See above. Call or honk-- if honking will need to have a large sign with their name and card # to hold in car window.
- The day of pickup is confirmed, materials are left out on porch for patron's convenience to pickup during the timeframe specified above.
- When we begin to offer curbside service again, we would ask patrons to let us know when they arrive to pick up materials.
- There will be a window.
- Ideally, yes. We've asked they call when they're outside so we know whose stuff to put out/ social distancing. But if they just knocked, we'd figure it out. For 12-2 the person here works from the lobby.
- na
- Bag is left at home door, patron is texted if they have a cell phone and IF there is service.
- Patrons come into a vestibule and self served for the cart containing the checked out items.
- Patrons generally come by once we have emailed a response that books are ready or about 15-20 minutes after calling. We have not experienced more than one patron picking up at a time, or any type of line forming.
- We leave materials outside for library users, so it's helpful to have some idea of when they are coming.
- We ask them to knock on the front or side door when they arrive.
- Patrons will let us know when they arrive (during the expected time frame).
- No
- When we were doing it in March we set up a specific time with each patron and tried to allow 15 minutes in between.

- Neither. We email or call patrons to say when items will be in pickup bin and request that they pick up within two days.
- I give them an estimate "after 10am" "after 1pm" and that they'll be available til 3
- Patrons let me know in advance when they will be coming. I watch for them and they knock on the window when they arrive.
- Patrons let us know but we could open a window.
- Patrons make an appointment to pick-up materials. We gather them. Put them in a bag. Put them on a table in our outside entryway just prior to the pick-up time. We can see the people come and go but we have no physical contact with them.
- Open window of pickup times (see number 3)
- We schedule a time, the items are bagged and waiting for them on our front porch
- They call
- N.A.
- Our front windows show when someone is pulling up, but we will invite them to call and let library staff know to look out for them if they don't have a cell phone to call from the parking lot to tell the staff person they are there.
- An open foyer. Items are sorted/labelled by last name of Patron after being placed in single-use bags (for privacy)
- No need, I set materials out on the porch for them to pick up during the day.
- The foyer is open and unlocked so they can grab their bag off a cart. The inner door to library is locked.
- Don't know yet.
- All orders are placed in bags with patron last name on it, bags are in bins organized alphabetically by last name. Bins are placed on the lawn. No contact is made. All orders are out before pickup window starts.
- Open window
- See above.
- We establish in advance the day of pick-up. Patrons often knock on the window or door and wave, but sometimes just "grab & go".
- Patrons contact me, typically via email but a few by phone, to ask for items (lots of reader's advisory and guesswork happening). I schedule pick ups about every 15 minutes during the posted hours. Items are selected from the shelf, checked out, a paper with patron number is printed, and then items are wiped with disinfectant and placed in bags with the patron number paper stapled to it. The bags are placed on a disinfected book truck that is placed just outside of the library's entrance. Patrons have a 15 minute window to pick up items and are asked to maintain proper social distancing. Home delivery is handled similarly, except items are left outside of patron homes. I don't have gloves, but I do wear cloth masks, and there's a lot of hand washing in between each step. I am the only staff member in the building.
- There is a pre-arranged time for pick up.
- Open window with a request that patrons enter the pick-up foyer one person at a time.
- Most tap on the window and wave when they pick up items.
- After we have pulled their books, I bag them and write their name on it. Then I call or email them and arrange a time for them to come pick them up. I ask that they call when they are on their way.
- We will have an open window between 10 & 2 and 4 & 6 Tues through Friday and 10 -12 on Sat and will give patrons instructions to only have one person on the porch at a time.

- We schedule a time when they can get them outside of the library so items can be left out for them.
- They let us know and we have the items outside ready for pickup.
- Patrons drop their returns in our outside book drop. If they have requested to pick up an item, they let us know what time they are coming and we set it outside the library at that time for them, and watch from inside to be sure they get it.
- Patrons place orders via phone, internet or email. We call them once their materials are ready and schedule a pick up day and time. We leave materials on the front steps, labelled with the patron's name for them to pick up on the appointed day.
- We have a set window of time for pick up.
- We set up an appointment, and let them know where materials will be left (this depends on weather and special accessibility accommodations). Appointments are staggered so no one will meet.
- There is a 15-minute window in which they can pick up their item.
- No, we check out items to their account and they retrieve them during designated hours. Deliveries can be made if these hours don't work.
- by appointment .
- The one week that we did offer curbside before Stay Home/Stay Safe, we put the order (either by phone, or reserved online) in plastic bags with a patron code on it for ID. They picked up their order from a cart that we left outside the Library door during our curbside pick up hours. If the weather was not good, we had them knock on the glass door and pushed the cart through the door for them to pick up their bag.
- Materials placed outside for unlimited access.
- THEY GENERALLY CALL
- Patrons are given a fifteen minute window.
- Materials were just left outside knowing patron was on their way to pick up.
- The items are placed outside in a plastic bin so there is no human contact. I email them to let them know the items are in the bin for them to pickup whenever they get the chance.
- Patrons are contacted when the care packages are ready & they can pick them up at any time
- Open window.
- No
- No. Patrons are called or emailed and they have until closing time to pick up the their items. To date, all materials have been retrieved by our patrons as scheduled.
- TBD
- n/a
- not sure how we'll do this yet
- The materials they have requested are in plastic bins on the porch in bags, labeled with names. They pick up at their convenience. There is a bulletin board on the porch reminding people to socially distance. However, we are a very small town. It is unlikely more than one person at a time would be picking up materials. If it did happen, I'm sure they would socially distance, as I've witnessed our community taking the guidelines very seriously.
- No, as the date has not been decided

How do you make patrons aware of the pickup process? During request and/or through signage?

- Via social media
- Social media and during request. Could also use signs.
- When they call or message us, we tell them where to find it.
- Signage, Front Porch Forum, phone message and social media.
- They find out how to pick up their packages when I make the arrangements for the request either on the phone or email.
- We will put our policy on signs, facebook, our web page. When they call, we'll discuss it on the phone with them.
- Right not it's informal, once we hear state give us the go ahead we will publicize
- Email, signage, advertising
- Via social media, word of mouth, and local paper.
- Email newsletter, website, Front Porch Forum, sign in window. facebook
- Posted on social media and still do, to get the word out asking people to please share post. Let our local media outlets as in community newsletters know. And, of course patrons would call and ask.
- Via social media and when calling. We could also send out a notification to all patrons whose emails we have.
- During request.
- When we begin to offer curbside service again, we will notify patrons through the library website, social media, email newsletters and signage. We will ask patrons to contact us via email, phone or messaging with their requests.
- Social media, web page etc
- FB, email, newsletter, over the phone, curb signage
- na
- Delivery to homes after request. Advertised on Facebook, website and FPF.
- Both methods. We told patrons not to come to the library until we had their items ready. We had signage outside the entrance door and inside the vestibule regarding social distancing and other conditions.
- During request, posted on our webpage, front porch forum, town newsletter, signage outside the library.
- Requests happen via telephone and email, and instructions/information is provided then. We've also posted signs on the building, have posted to social media as well as in local print media.
- During the request, or when a reserved item comes in.
- Patron is made aware of pickup process during the phone request or follow-up phone call, if request by email.
- During request
- We will announce on Facebook. our website and Front Porch Forum. They can place holds on KOHA, give us a call or email their requests. Some patrons we will talk to on phone.
- During request if by phone, through website information, and by email once the items are ready to be picked up.
- When I contact them abt their item being available. Also PR described the process
- I let them know during the request.
- both, Facebook, website, FPF

- When we were doing this before we put out information on our website, Front Porch Forum, the local newspaper, our Facebook page and we sent out an electronic newsletter. We also have information on the door for people to pick-up and take home about all the services that we are able to offer.
- Local social media, Library web site
- During request and any communication after. We have safety signage as well but there is no contact necessary
- Request / Facebook or website posts
- I will e-mail and post in classroom websites
- I'll send out a newsletter, make posters and use social media to spread the word and then during the request let them know what the process is. Also planning to call frequent borrowers.
- During request and through signage on doors, website, Facebook, FPF.
- We are communicating with families via our school newsletter.
- There is a sign on the door of the library stating that we are closed, but for assistance, please email or phone in a request. The homepage of our website also says this. I then tell the patron via email or phone what to expect.
- Automated email when books are ready has details. We also phone all holds that are ready to share pickup details.
- It will be on FB, emails, and website
- The directions on our order form are very clear. Once an order is submitted, patron gets a follow up confirmation with pickup directions and procedure. This is also on our facebook page, and has been on Front Porch Forum. I can send pictures if needed.
- Facebook, newspaper, signage
- Service is personalized though email or a telephone contact.
- All of the above, plus posts on local listservs, Facebook, and Front Porch Forum. We've printed our book-handling protocol and include that in each bag going out.
- When I confirm the pickup time, I share the pickup process. Patrons have been terrific in following these guidelines and picking up on schedule. Home delivery has been utilized less frequently, but patrons have been helpful. I ask for address, description of house, place to leave a bag and let them know a window of time I'll deliver.
- Through communication, either via phone or email.
- Holds notice with pick-up instructions.
- On our answering machine, Facebook, Front Porch Forum, sign on door
- During the request.
- We'll make patrons aware of the process during the request process and will large signage by the parking lot and on the porch.
- It is on our website and we explain it to them when we call to arrange their pickup of materials.
- We have a flier we distributed and we post on our website, FB and FPF.
- We make them aware when they call or email us. Then confirm once again with them the same way.
- We call them when their order is filled and ready for pickup.
- During request, via signage, Facebook posts, information on website home page, and email newsletter.
- We outline it during the appointment conversation via phone, email. or message.
- During request. There is also signage on the bin we use to store pick up items.
- Signage, emails, information on our website & social media channels.

- newspaper, press release, website, social media, signage at door and lawn
- When we offered curbside for one week before the Stay Home/Stay Safe order, we made patrons aware during the request.
- Newsletter emailed to patrons, Front Porch Forum notice
- SIGNAGE, WEB SITE, EMAILS
- Both signage and during requests.
- We are no longer offering it.
- When the patron contacts me I tell them about the process. There is a sign outside the library which lists the services we provide, as well as information on our website. The pickup process is not advertised anywhere else to keep it safely manageable.
- Flyers (posted on our doors & around town), our website, our electronic newsletter, Facebook, Twitter and our two signs on Route 7
- Signage and at request.
- Email or phone
- When Covid-19 started, we placed an advertisement in the local newspaper advising patrons of the check-out and returning process in detail. Of course, we remind them of the process when we commune with them.
- I will communicate directly with each patron.
- n/a
- during request, signage, and all regular promotion channels, share with community partners
- Phone, email, newsletter, website, community paper, posters at the library and at Town Hall.
- Front Porch Forum, facebook, Signage

How are the items exchanged? Is there a drop-off spot/table/room? Do you place items into patrons' trunks? Are the materials placed inside something (bag, box, etc.)? Is there any direct/in-person ...

- Returned items must go in the drop box, while new items are picked up from a table
- Drop-off shelf next to parking lot. Books in bags. No direct interaction, we hope.
- We have no direct contact. Patrons simply take the bag.
- We will place materials in a box for patrons to pick up.
- I make up a package out of plastic bags or reusable bags and leave them outside for pick up with the patron name attached.
- No face to face interaction. Patrons drive up and come and retrieve their bag of materials from the cart.
- This varies but we put items in paper bags and keep in foyer until pick up.
- Items are on tables with family name displayed. Tables placed in library's vestibule (not in library) In past materials were NOT in bags but tied together with string. There is NO direct interaction with patrons & staff
- Materials are bagged by me and set on a table outside prior to patron arriving for pickup. There is no contact between myself and the patron, other than a wave from the door to acknowledge (<20 ft. distance).
- All items are packed into mailer bags or boxes and securely closed. Packages are left on front porch and there is no in person contact.
- See above. When we reopen allowing patrons inside and have returns the patrons will be asked to use rear entrance only and wear a mask, leave returns in the crates, bin whatever we have available in the airlock. Lastly, I will have a gallon of hand sanitizer with a pump in the airlock area and request anyone entering the library to use it.
- See above. Items will be placed on the sidewalk in a brown paper bag. No contact, no interaction.
- There is a covered porch where I place the bags with patron's last names on it. No direct contact between patrons and staff.
- We expect items to be exchanged either at a drop-off spot or to bring items to patrons' trunks. We would place items in bags. We would do our best to minimize direct interaction between patron and staff.
- We expect to maintain social distancing and put the bag of items in the vehicle. We will encourage people to put returns in the book drop for controlled pick up, but if people insist, we will have a cart for them to put their items upon.
- We put the items in a tote bag with the patron's name. Then the tote bag goes into a plastic bin, on the steps outside the door. They take the tote bag out; we bring the bin back in. Interaction= There's waving, and occasionally hollering your last name if you didn't call first....
- When I empty the drop box, I immediately put the materials into a cardboard box with today's date
- Outside drop box is still open for returns if patrons drive by. Items are quarantined for 7 days before shelving or loan. Deliveries are packaged in plastic bag, inside paper bag.
- We packed all items in paper or plastic bags with patron name on paper taped to each bag. We did not and will not have any direct in-person interaction with patrons.
- Items not in quarantine from a recent return are checked out to patrons, placed in a labeled bag, and put out on a table outside the front entrance for patron pick up. No direct interaction.
- Materials are placed in a bag on our book drop outside the library on our porch. Library users pick them up there. No interaction.

- We hand over items at arms length at the door. There is in-person interaction, which has been a good way to check in with our patrons' mental well-being.
- No direct in-person interaction between patron and staff. If patron comes by car, staff will place the bag of items in their trunk while the patron is in the car. If patron walks, we will place on the railing for patron to come up to pick up bag. We already have hooks on the railing for pick ups.
- I'm the only staff person working on this and I place the materials in plastic bags
- We have a very long handicap accessible ramp. When we did it in March we tied colorful flags across the beginning of it to keep people from coming up the ramp. We bagged their items up and put them in a crate at the end of the ramp by the flags. We also put out a box for them to put their returns in. There was no direct interaction between patrons and staff.
- There is no direct interaction between patrons and staff. Materials are placed into bags or envelopes with patron's name, then placed into bin, where patron can collect.
- As described above
- I sanitize all items, put them in a paper bag and bring them outside to the patron, put them down on the ground, stand 6 ft. away and share a few words before going back inside of the building.
- drop off spot, no direct interaction
- Patrons make an appointment to pick-up materials. We gather them. Put them in a bag. Put them on a table in our outside entryway just prior to the pick-up time. We can see the people come and go but we have no physical contact with them.
- Pick up/ Return in Foyer during set times. Material bagged with patron name. No direct interaction.
- I process items first thing in the morning after going through the cleanup/masking process, then place items into a paper bag, label it and place it on a table inside the front door. About 5 minutes before pickup time, I place the item outside.
- We are using RFL branded bags. We will hand the bag person-to-person if they have a mask. Otherwise, we will put the bag into a box on the stoop and they can take it from there.
- I will pick up bagged books and let them sit for several days before checking in. No direct interaction required.
- We don't plan to accept items back until we are open again, unless we change our policy. We will ask patrons individually whether they want to pick up the item from the bench after we go back inside or let us put it in their trunk/hatchback while they stay in the car.
- Drop off shelving, in bags with names written on outside. No interaction with staff, no contact with areas staff are working.
- Families will return books to bins that are being carried on the bus. Books will be isolated for 14 days before recirculation.
- "I wipe covers with alcohol, place items in a plastic shopping bag, tape the patron's last name on the outside of the bag, and set the bag on the front porch for pick up.
- Sometimes I talk with a patron who is standing outside on the porch or lawn."
- Books are in a bag with their name on it. There is no face-to-face interaction with staff.
- Not sure yet
- Items go out in paper or plastic grocery bags with a card staples on it with patron last name.
- Items are returned via the dropbox. The dropbox is emptied on Tuesdays and Fridays - those books have been sitting in there a while. I check the items in wearing gloves, then they sit on book carts for 24 hours. The books are then placed on a table for another 24 hours. According to the CDC/IMLS webinar - time is the best cleaner and they recommended a 24 hour sitting period.

- No direct interaction. Patrons will pick up from cart left outside. Returns placed in book drop where they are left to "age" before disinfecting covers with wipes.
- See question 4.
- See #4 above. Sometimes there are 6-foot conversations outside, particularly with a few patrons we are keeping in close touch with due to special needs.
- There is no direct contact. Items may be returned to our book return and are then placed in bins for about two weeks before they are checked in and returned to the shelf. Materials are placed in bags with a printed sheet with the patron name or number on it.
- No direct interaction, just a table outside the front door that has a paper bag, with a name tag, stapled shut, with a slip of paper attached, spelling out our cleaning protocols, and suggestions for the patron to handle their package as they do their own mail or groceries.
- We have a large foyer, separate from the main building. That foyer already had sorting bins (24) for book donations. Those bins now have labels denoting letter of last name of patron. Materials are placed in plastic bags with their surname. There is no in-person interaction other than a wave through the glass door.
- Most often no in-person contact between patrons and staff. Returns go in our book return.
- I put the bagged books at the bottom of the ramp outside about 10 minutes before they arrive. I have also offered to put them in their trunk if they need me to. There is no direct contact, aside from a wave out the window.
- Library staff will put items in a paper bag and put bags on a table on our porch before the designated pick up time. There will be no direct interaction between patrons and staff. Indirect interaction over the phone or email only.
- Materials placed outside of the library in a new plastic bag with their name on it. no direct interaction. Only on the phone. (Or from 6' apart if necessary).
- We bagged items w/ patrons name on it & place them on our porch for pickup. No contact with patrons.
- We set outside the library in a disposable bag, or outside their door if we are dropping off. We wore disposable gloves to touch anything and masks. No direct interaction between patrons and staff.
- The items are bagged and placed just outside the Library.
- Items are bagged and left on a table outside. We monitor pick up through our front window, there is no direct contact between patrons and staff. Returns are left in our outdoor book drop.
- There is no direct interaction except sometimes waving through windows. In good weather, items are left on a bench near the parking area. In wet weather we utilize our accessible entryway, which has two doors and can be isolated. The process is modified for patrons with mobility issues, in which case one of us will deliver materials to a trunk or home doorstep. Themed collections of children's materials are in boxes. Other smaller requests are in grocery bags. We've had considerable debate over which type of delivery container is safest - sealed plastic or cardboard/paper - and would like guidance on this. The question has delayed our resumption of the service.
- For curbside pickup, there is no direct interaction between patrons and staff. Bagged items are placed curbside in a covered bin at least 5 minutes before the pick up window. Patrons are instructed to deposit return items in the box. Our regular return bin is also placed outside the door, which patrons also access for returns outside of a pick-up. For Home Delivery, patrons leave items to be picked up in the drop-off location (mailbox, porch, front step, etc.) Staff wear gloves when handing newly returned items.
- Our returns box is open.

- Books /DVD left by appointment on the bench out front in a bag.
- items will be brought to the car for anyone who cannot get in and out of the car due to mobility reasons.
- No in person interaction. "
- Explained above.
- Drop off box on porch. No in-person contact between patrons and staff.
- ITEMS ARE LEFT ON TOP OF BOOK DROP BOX FOR THEM TO PICK UP
- There is no direct interaction. Materials will be placed in a bag on a cart in the vestibule, and patrons can come in to retrieve it/them.
- Books placed in plastic bags were placed outside the library front door.
- The items are placed in a paper bag with the patron's name on it. The bag is placed in a plastic bin outside the library under our awning so it is safe from elements. There is no direct interaction.
- We bag or box items into donated NEW paper bags or new boxes from VCS. We put their first name & last initial on the items and put them in the unlocked front vestibule. No contact at all.
- Right now we are considering bagging items and labeling them and then leaving them on a table outside, weather permitting.
- Patron can keep items indefinitely or drop off in drop off box. I empty this occasionally (with gloves and mask) and then leave alone for about a week before checking back in and reshelving.
- Library materials are left on a table outside the library. They are wrapped in a paper with their names printed clearly. There is no interaction with patrons and staff.
- We put out materials in a box on the steps. No direct contact.
- Ideally little/no direct in-person interaction, more of a delivery to car service. Items will be bagged or boxed.
- There is no direct in-person interaction between patrons and staff. The requested materials are placed outside in plastic bins in individual bags. The returns are placed by patrons in a separate book drop off. I collect the returns daily, sanitize them on a dedicated table inside the building, check them in and then rotate them through a five day quarantine in-house before they circulate to the public. I have signs--Day 1, Day 2 and so on. I'm the only employee inside the library. I wash my hands frequently and disinfect any areas I touch regularly, in addition to the process I use on the returned items.
- Bag the items

How do you work to create separation between patrons during waiting or pickup?

- We encourage one patron at a time out of their cars
- Keep shelf next to parking lot so patrons are not meeting each other on wheelchair ramp. They will be able to see other patrons from their cars in the parking lot.
- It has not been a problem. We are a small population and so usually only have 1-2 pick ups per person.
- We will ask that patrons respect social distancing and only enter library porch if it is empty.
- This has not been an issue yet, we are a small rural library.
- Part of our policy statement will be to ask them to approach the cart one at a time maintaining social distance.
- We have never had more than 1 person at a time
- Very large signs on front doors request that people go in one at a time and give each other 10 ft of space. So far, we've never had more than one person arrive at a time to pick something up.
- Patrons have to pick up during their allotted appointment time. I schedule these pickups every 15 minutes and only leave 1 bag out at a time, so I bring the noon bag out. It gets picked up. I bring the 12:15 bag out. It gets picked up, ad nauseum. I sanitize the table with each bag I bring out.
- When picking up a package, patrons are directed to maintain social distancing rules with staff and other library users and to step away from the porch if others are waiting to collect their package.
- They waited for us undercover outside our rear door.
- We are a one person library. This is a major challenge I had not considered. If patrons do not follow the rules, we will remind them by phone after the transaction is complete. Even this reminding, if done in person would create an unsafe viral situation for staff. It puts other community members at risk. Legally, I do not know where the lines are on this issue.
- There has yet to be a direct overlap of patrons picking up materials. General guidelines are suggested of allowing each person at least 6 feet of space when picking up materials.
- Not sure
- We will ask person to stay in car. If they decline, we will move behind the door and explain that we can't assist them unless they maintain distance.
- We've not had more than one patron at the door at one time.
- na
- While we were doing curbside pickup,, pickups were scheduled. It's a small town.
- Only one patron is allowed in the vestibule at a time. I monitored the space initially but I stopped doing so when I decided people were following directions on safe spacing.
- The library space itself is not open to the public, staff are inside with doors locked.
- We are a very small rural library. This has not been an issue.
- When more than one patron arrives at a time - which is not terribly common - they are mindful of keeping their distance.
- Patrons will be instructed to stay in the car until we have put materials in their trunk or, if walkers until staff returns inside and the door is closed. We will mark the sidewalk for any walkers to remain six feet apart. The materials will be at the top of the stairs/ramp if they walk.
- I stagger the pick up time
- We assign patrons pickup times spaced at least 15 minutes apart. We also have a sign that says we are practicing socially distancing and to please stay at least 6 feet apart.
- We have signage to remind patrons to keep social distance in the unlikely situation of simultaneous pickup.

- I haven't provided guidance for this.
- (see above)
- place items 6 ft away from each other. No same day pickup. Holds must be placed before the pick up days so people won't be held up waiting.
- As above. When we were doing this before the "Stay at Home" order, we never had any physical contact with the patron at all.
- Patrons should practice already established guidelines if there are multiple pick ups or drop offs occurring (masks, 6 ft separation)
- Closed door, specified pickup times. We can easily hear each other through our old windows by the porch if they have a question.
- They are outside a locked door or in their car.
- Not needed if delivered, self-monitored at the front of the school.
- We will require patrons to wait in their vehicle unless it's to knock and let us know they're there. But we will ask them to call so that they don't have to exit their vehicles or touch anything.
- We have an unlocked and open door for patrons to enter into the foyer to get materials, and then a locked door for staff to enter foyer from inside library. Staff only enter if no patrons are present, and instruct patrons to exit foyer if they are waiting there.
- We are a small library in a small town. There is no line of waiting people. I am only getting up to 5 requests per day. We are located next door to the general store and post office both of which have remained open during this time.
- We ask patrons not to come until they have been contacted to pick up their items. We give them a window of time to come by. Since we plan to offer service from 10-6 we can stagger pickups. We will also put signage up asking people to social distance if they have to wait to enter foyer.
- Not sure yet
- Patrons must stay in their car until the other person is done picking up. Only one person is allowed to get out of the car to pickup their bag. There are signs posted about social distancing in the parking lot and outside the library.
- Has not been a problem having more than 1 person at a time
- There has been no overlap in patrons.
- Has not been a problem so far; the number of people taking advantage of curbside loans is not huge.
- I've been scheduling pickups in 15 minute intervals. Winooski is a walk-able community and people have been typically scheduling to pickup when they'd take a walk during the day. I've been concerned this service may encourage people to leave home without a reason like visiting a pharmacy, grocery store or other essential service.
- 15 minute time intervals (we are a very small town, and do not have congestion problems.)
- Requesting patrons enter foyer one at a time to grab their item and go.
- Our patio and porch are large enough that if they do happen to stop at the same time they stay at least 6 feet apart.
- I would ask that they give space if they happen to arrive at the same time as someone else. This is what the post office next door is doing.
- We will ask patrons to wait in their vehicles if they see someone already on the porch and to wait until that person is safely back in their car.
- Our demand hasn't been heavy enough lately that we have had more than one person picking up. But we would schedule times so that they won't be running into each other.
- Pickup is outside of the library. Deliveries are left on porch or door handle of patron's home.

- We never arrange the same time for any one to pick up.
- We post recommended distancing on our outdoor signage. If we see "traffic" problems, we will place tape markers on the ground as a visual distance reminder.
- We post signs provided by VTLIB about staying six feet apart. We had not problem with social distancing, everyone stayed back and waited their turn.
- We stagger appointments throughout the day. We don't anticipate high enough demand that this will become a problem.
- Patrons are assigned a 15 minute time slot, but deliveries are scheduled at least an hour apart. Most of our deliveries are delivered to patron's homes.
- The only time there is contact is when they TRY TO RETURN THINGS TO ME!
- Materials left outside only.
- Patrons come in their time.
- THERE ARE USUALLY ONE AT A TIME
- We space out the pickup times to prevent patrons huddling.
- There was no face-to-face contact. Materials left in bag outside for pickup and then returned via dropbox.
- I get no more than four requests a day, so it has been easy to maintain distance between patrons. The patrons park in front of the library and get their assigned bag out of the bin. There are sometimes a couple days in a row without any requests and it sometimes takes patrons a couple of days to pick up their items.
- We ask patrons to follow the 6' rule, we are not directly supervising pick up. There are gloves, masks and wipes in the front vestibule for patrons to use.
- The volume is not expected to create an issue during pickup. Items must be requested in advance.
- We are very small so this is not really an issue. The recommended 6 foot distance is observed.
- All patrons know the social distancing rule. To date, we have had no problems with anyone violating the rule.
- n/a
- Ask patrons to stay in cars at pull off area next to library. Maybe a different location (library has a yard area) for walk ups because not all patrons have cars.
- I've not had more than one patron at a time picking up materials, but there are signs reminding them to socially distance.
- chalk marks on walk, verbal request, signage

How many staff are involved with providing curbside service to patrons? How do they ensure distancing from each other?

- We only have one employee in per day
- Most likely 1 at a time, perhaps two, following distance guidelines.
- It's usually just one person. If Donna and I are in at the same time, we keep a 6 foot distance from each other.
- We will have one staff person prep the curbside items per shift.
- Just me, I am the boss of myself.
- When we implement this process, we will probably work one at a time, or have one staff member upstairs providing curb service and another staff member downstairs working on other projects.
- 1
- We had 2 staff on duty during pick up days. They work in 2 different work spaces and keep 10Ft apart.
- I am the only staff working in the building currently.
- Only one staff member is allowed in the library per day. Only one person handles material for checkout.
- Only one of us at a time would take care of a patron.
- "1
- One staff will collect materials, check them out and bag them, then work the distribution."
- We are a one person library, so only one staff member is ever in the building.
- There would be 2 -3 staff members involved in providing curbside service to patrons. Perhaps 2 staff members inside the library taking requests and collecting materials and 1 staff member placing books in outside pickup area and collecting returns.
- We will have a maximum of two staff in the library taking holds and pulling books. We will develop a mask, glove and distancing procedure. Volunteer would pick up the cart of bags outside library and leave at the doors once the pick up time is completed.
- Just 3 Admin, each of us does 2 full days/wk in the building and do not cross paths.
- One.
- Only one staff person is in the Athenaeum at a time. Right now, it is only me, Bob Joly
- We are a 2 person library, generally one person is on at a time at present. If we are should both in the library, one person is filling requests from the circulation desk while the other is in another area working on a different project.
- I'm the only staff.
- Our hours are slightly staggered, and we work on separate floors, with dedicated computers and phones, when we're both in the building.
- We will have one staff member assigned to the task at a time throughout the whole process for each patron request.
- Only myself
- There will only be one staff member at a time working in the library when offering curbside pickup. We will be working different shifts.
- Two-- during alternating days.
- Just me.
- I am the only staff in the library and the only staff providing outside pick-up.
- 2-3. Plenty of space and mask and gloves used. Using 2 seperate computers.

- One per shift. We have three staff members. We have a rotating schedule so there is only ever one staff person in the library.
- 1 person during the established pick up and drop off times
- 1
- Mostly one. The bags are filled in advance. If it's busy the second person can help with the phones. They don't need to be anywhere near each other.
- There's only me.
- 1
- 2 at a time. Desks are minimum six feet apart. Everyone has their own PC and phone.
- The librarian will process requests as they come in. Paraprofessional staff will help with packing books and loading them for distribution.
- 1
- My co-worker comes in on alternate days when we do not provide curbside service."
- Only half our staff - 4 people will be working at one time. The layout and size of our library means we have to limit to 4 : 1 in the youth area - 2 in office area and 1 in lobby. Staff will be asked to wear masks if they need to be in contact with each other even if it's from 6 feet away.
- It will probably be two of us
- One - no need to social distance!
- 1
- Only one staff member is on the Library until Stay at Home orders are lifted.
- One - the only staff person (This is a small library with only one librarian; volunteers have been staying home.)
- I'm the only staff member providing this service. Our Youth Services Coordinator visits the library on different days to record virtual story times. We each disinfect our work spaces and common and high touch areas when our shifts are through. Next week begins reduction in staff hours across the city. One library staff member will be furloughed, two of us will be moved to part time hours. This shouldn't impact the work we are currently doing. We are both working remotely in addition to pick up/delivery and virtual storytimes.
- Only one person is inside the library at a time. I have T, and Th. The other staff member has Fridays. We have a cleaning/sanitizing procedure spelled out for doorknobs, computers and phone are clearly labeled. You only use your phone (not always the closest)
- One person.
- Two staff, taking turns on different days.
- There is only one person in the library at a time. The majority of the time it will be me.
- There will only be two staff in the building providing this service to our patrons. Staff will divide the pick up list into adult items and children's items (these areas are on opposite sides of our building). Each staff person will complete their half of the list, pulling items, calling patrons, bagging items, etc. One staff person will work in the staff room and the other staff person will work at our circulation desk. They will have plenty of room to distance from each other.
- Two staff members who aren't working at the same time.
- 4 staff members.....we stagger shifts.
- Only one person, myself, is involved with providing this service.
- We would like to start with 2 staff providing curbside service, but have other personnel working in other areas of our 19,000 square foot building. Staff will wear masks and gloves when needed (like when they empty book drops). We will space circulation computers more than 6 feet away from each other.

- 2-4 staff are working in the library depending on the day. We divide work to ensure distancing as much as possible.
- Two staff, but we generally work different hours and serve different populations (adult/youth). We coordinate our schedules. If we need to be in the building at the same time, we abide by social distancing requirements (this is not hard to do because our collections are on different floors of our two-story building).
- Staffing in the building is limited to 1 person at a time. Only one person does home deliveries.
- One!
- One person in the building at a time. Books left outside by appointment so there is no person to person contact.
- We do not currently offer curbside to patrons. We are awaiting help in deciding how to ensure distancing with staff. If we do not have access to gloves, masks and disinfectant, we are not feeling comfortable knowing how to work this out.
- Only one staff at a time.
- ONE
- Currently, we will only have one staff member working at a time, but our library is large enough that it could safely accommodate two if it becomes necessary.
- Only myself as director. We are a 'one staff' library.
- I am the only librarian at Chelsea, so I work alone when I am filling requests.
- Two, we have separate work stations, separate tasks and staggered hours.
- One.
- 1
- Three staff members are involved with providing curbside service to patrons. Each staff member works two days a week. We never come in contact with each other. All communication with staff is done via telephone conversation or email.
- All of us take turns with putting out the box and bringing it in at night.
- 2 to 4, but only work in pairs, do not enter/exit simultaneously
- I am the only staff member at this time.
- One

What protective equipment does the staff use (masks, gloves)? How often is it changed? What is your handwashing protocol?

- We use masks and gloves. Gloves are used for handling books and are changed after books are pulled from the drop and disinfected. New gloves are worn for each patron's books. Handwashing is frequent
- Developing plan for this. Masks and gloves, to be changed after shift. Hands washed as needed.
- We use latex gloves and we wash our hands frequently. Since there is usually a 24 hour turn around from the request to the pick up and items are bagged, I think we are reasonably sterile.
- The staff will wear masks and gloves will handling materials. They will wash hands before and after handling books, as well as after any breaks.
- I wash my hands or use purel before and after I package up the books, etc.
- We'll have masks and gloves and copious amounts of sanitizing solution. We'll wash our hands frequently.
- I don't know yet how often equipment needs to be changed.
- Mask and gloves---we work in the public library and between just normal dirt and germs we have always over washed our hands and sanitized especially during cold season
- Gloves were only used when we emptied the book drop and put books on carts to quarantine for 72 hours. We don't wear masks but will once we go back to work to protect ourselves from each other. We wash hands after every shift and disinfect all surfaces a couple of times during shifts.
- I don't use masks or gloves inside the building. I have both available to me if needed. I wash my hands continuously throughout the day.
- Before beginning checkout, wash hands thoroughly. Clean all work surfaces- wipe down checkout counter, keyboard, mouse, etc. Wipe down cart/s that orders will go on. If you cough or sneeze, rewash your hands before resuming handling of material.
- When patrons are allowed in we will close the stacks to the public for a period. Staff is happy to assist in finding anything they wish and placing holds within our consortia (CLN) and ILL whenever it opens up. All staff will wear masks and gloves and patrons will be asked to wear masks as well if they wish to come in.
- We have gloves. We do not have masks for staff at this time, are these items that are supplied by the employer or the employee? Gloves are worn when emptying the drop box and placing items in quarantine. Hands are washed after gloves are removed. Hands should be washed immediately upon an employee entering the library. Staff should wear masks when doing any work that might put them in contact with another person. So, when distributing books. Or, if someone else is in the library building.
- We have a disinfecting protocol for surfaces each day of pickup. Gloves are worn when checking items out to patrons or placing returned items in quarantine. Handwashing/sanitizing several times/hour.
- Staff members would wear masks and gloves. Staff would follow handwashing protocol when they arrive at the library, when they finish handling books and before they leave the library.
- Masks, gloves. Materials will be held 48 hours before check in to reduce the passing of germs. Staff wash hands and surfaces 3x a day.
- Masks, gloves. Hand sanitizer. Hand out the tote, go wash your hands. Established "hand wash station" in lobby,
- mask and gloves YES, both all the time
- I empty the drop box last and discard my dirty gloves, wash my hands and leave the building

- Mask is worn for packing delivery bags. Hands are washed with soap and warm water, frequently. (upon arrival, during shift, at home)
- We have hand sanitizer inside the Athenaeum, individual bottles for each staff member, as well as disposable vinyl gloves, changed as often as needed. There is a bathroom on the main floor of the Athenaeum and I use that while singing the happy birthday song.
- Handwashing is a regular thing, gloves are available, masks are not currently used.
- I wear gloves when handling materials going to or coming from library users.
- Masks. We wash hands frequently - upon entering the building and after hand-offs, especially.
- We have cloth masks and gloves. If choosing materials, we will do it all at once and then change at end of selection process. Washing hands before and after. Disposing of gloves after task completed.
- I use different gloves for each order
- We will use masks and gloves when gathering, bagging and putting out materials for patrons. As we have been doing we will wash our hands on a frequent basis and wipe down areas with sanitizer as needed.
- Staff uses gloves and disinfecting wipes as well as washing hands upon entry and leaving.
- I wash hands frequently while packing bags and every time after reentering the building.
- I sanitize my hands before meeting the patron outside with the bag of books. I do not wear gloves. I will start wearing a mask. I was unable to procure a mask until today.
- Both. Wash hands upon arrival then put on mask and gloves. Put on new anytime you touch face or leave the building other than to place holds outside.
- Staff are alone inside the building. They do not go out into the public. They are not physically interacting with the public so they do not need to constantly wear a mask. When they go out into the public to come and go they will wear masks.
- TBD
- Masks, I process everything at once in the morning and don't change it during that time. I put it on and wash hands before each pickup. All necessary equipment gets sanitized before beginning the check out process (ie scanner, change the keyboard, stamps, computer mouse)
- Cloth mask ... no need to change as long as everything works as it should. Handwash anytime anyone enters the building.
- Masks and gloves for deliveries, handwashing upon return.
- mask, gloves, hand sanitizer, soap and water. I'll be using freshly-washed cloth face masks and nitrile gloves. I'll use whatever protocol is recommended for handwashing.
- Masks required, gloves offered but optional, handwashing or sanitizing once an hour.
- Staff where gloves and masks.
- Masks and gloves, as needed. Gloves get wiped with alcohol. Hands are washed throughout the day.
- We are working on a sanitization plan. The Town will provide cloth reusable masks. We have some gloves we can use to handle returns. We have a good supply of hand sanitizer. We are working on a checklist for cleaning, and hand sanitizing to share with staff - including asking staff to sanitize before each package is prepared for pickup.
- Working on that
- Lots of hand washing! Gloves are used to handle books from the book drop. There is hand washing and hand sanitizer. Handwashing after checking things in, shelving, etc. Hand sanitizer in the mean time.
- Gloves when handling returns. Hands are washed frequently.
- Hand washing and hand sanitizer.

- Gloves are worn pretty much all day with frequent handwashing (after handling returns, especially), and gloves are typically changed 2-3 times in the course of a shift. A mask is worn whenever exiting building. (one mask per day)
- I am wearing cloth masks with a coffee filter inserted between cloth layers. I usually wear two to three cloth masks during a shift. I wash them at home after each shift at the library. Our janitorial service has a disinfectant spray I've been using. I have also brought Clorox Wipes I had at home. I disinfect all the spaces and equipment prior to filling requests and in between each patron request. Typically, I wipe my work space and the tables I use to hold requested titles. I then print each request and pull the titles. I also print the paper for the patron bag at this time. I check them out at my desk and place them on a chair adjacent to the table they're placed on before being bagged. I wipe each title and it's placed on the table to dry, and the items are bagged and moved to the cart outside the door. I sanitize the door handle each time I place an item on the cart for pick up. I wash my hands between each step and after completing a patron order. I would recommend other libraries make hand lotion available. My skin has become painfully dry on the days I provide pickup and home delivery.
- Hands get washed every hour at least. Mask is available at all times. I can not work effectively with gloves. this information is spelled out on the flyer with the packaging.
- We do not use protective equipment to place the bags in the bins. These items have been in the library stacks for weeks now. We will not recirculate any returned items in less than 10 days. We empty the book bin with gloves and empty items into a box marked with date, so we know when we can handle again. LOTS of handwashing.
- Cloth masks and gloves when emptying the book return, placing bags outside and handwashing when finished
- I have a couple of N95 masks and some gloves from my husbands woodshop, and plenty of soap. I have not been working in the stacks and only wear the mask and gloves when I need to touch books etc. Instead of changing often, I have been combining tasks handling the books all at the same time. I wash my hands often.
- I don't believe we can get masks and I don't want to take masks from health care workers, so we would have to use face coverings (I'm concerned about providing "face coverings" for staff and the safety and possible liability of that) when in the building and gloves while pulling items and processing them. Face coverings will be changed each day (brought home and washed? we are looking for guidance on this) Library staff will wash hands with soap and water frequently when not wearing gloves. (We are still gathering info and working on this protocol.)
- Gloves and masks. and sanitizer or a 2-happy-birthday handwashing after handling anything.
- Masks/gloves are used. Constant change if necessary. We have sanitizer and sanitizer soap.
- We wear gloves and masks. Gloves are changed after getting the specific persons ready for pickup and new gloves put on to set it outside or to take to the door of the person. Handwashing protocol is every time you take off gloves, and once every hour. Hand sanitizer every time before putting on gloves. Handwash upon entering building every time.
- Masks. Gloves for emptying the book drops and cleaning. Staff are expected to wash hands frequently, especially after touching high-use areas, before eating, after using the restroom, etc etc. They was for 20 seconds according to CDC guidelines.
- We are not using masks or gloves at this time. We are washing hands between tasks and after touching any materials returned through the drop box.
- Gloves and masks in situations that require them. We have disposable gloves and washable masks. We wash hands with soap after handling/touching any potentially contaminated surfaces, and before preparing any materials for circulation.

- I paid one of our staff people to sew reusable cloth masks for staff. Staff are required to wear a mask in the building. (Obviously, staff take them off to eat or drink.) Staff have been provided training material about the safe ways to remove and use masks and gloves. Staff wear gloves when handling books to be delivered and books that are newly returned. Cloth masks are fresh daily. Staff are directed to thoroughly wash hands when entering the building or after gloves are removed. Staff do not wear gloves when working-- all common workstation items (computer keyboard, phone, mice, counters, door handles) are wiped down at the end of a staff person's work shift.
- Masks. Handwashing.
- Staff is masked and gloved. Patrons asked to be masked at pickup. Handwashing before books are put on the bench and frequent handwashing through out the day.
- We do not currently have direction on this. We have access to homemade masks and a very limited supply of gloves that we had for first aid emergencies prior to COVID-19. Hand washing is part of our regular daily work at the Library. We have always asked staff and volunteers to wash hands upon arrival, before and after eating, after using the bathroom, and after blowing noses/sneezing/coughing. I would imagine that we would amp. up hand washing protocols. Before Stay Home/Stay Safe, we designated one of each of our 3 cordless phones to our 3 staff people, so that we were not sharing the same phone and designated an area to each staff member as well even though we were not all working at the same time.
- Gloves to handle return books. No contact with patrons.
- MASK
- Masks and gloves. Common surfaces are cleaned at the end of the day and the door handle used by patrons is cleaned between patron pickups.
- N/a as I am working alone in building. I wipe down and sanitize surfaces before leaving. No one else comes to the building right now.
- I use gloves and wash my hands often. I do not use a mask since I work alone, but I do use a mask when I go anywhere outside the building (post office).
- Masks & gloves. Daily for masks, gloves 3-4 a day. We have two sinks with soap, paper towels and hand sanitizer. We wash our hands as much as we can.
- Gloves will be worn when packaging materials. Materials returned are subject to quarantine before being returned to the collection.
- Mask, gloves, lots of handwashing!
- Staff use masks and gloves. Masks and gloves changed daily. Hands are washed constantly.
- The staff do use masks, etc. We do wash hands for 20 seconds. If we offered curbside pickup we would soon run out of rubbing alcohol, gloves, soap, clean masks, etc.
- cloth masks and plastic gloves, if run low on gloves hand sanitizer available for in-between if necessary, hand washing every ?? minutes/trips (need to research and consider)
- I use a mask and gloves when I go to the post office. To reduce the daily use of PPEs, I work alone. I'm the only person allowed inside the library. I wash my hands after I handle anything that comes into the library from outside. I disinfect door handles and other high use surfaces and the bins outside daily. I wash my hands before I handle "an order" for a patron.
- mask, gloves, daily, 20 seconds with soap and water between patrons

Are you offering items from your normal collection, or just freebies/donated items?

- All items
- Items from collection. We haven't left out free books because of issues with folks fingering spines.
- Just freebies.
- Items from normal collection.
- Normal collection. There is a little library for use by the patron at their own risk.
- We will offer items from our collection.
- Both, but we brought in our free cart when stay in place went into order
- From our collection but not our puzzles, toys, games or fitness equipment
- Normal collection.
- We check out material from our collection and maintain a small Little Free Library.
- Right now we have freebies available outside our back door. Some new items that were duplicates for our book sale and some weeded items for the same.
- normal collection
- Our regular collection is available.
- When we begin to offer curbside service again, we would offer our normal collection and freebies/donated items.
- Curbside is for our collection. We also have a LFL at the doors of the library for spontaneous pick up.
- We're doing regular check outs. We've lifted item limits and fines.
- none (we tried free pb books on the outside shelf on our ramp, but folks were pawing through them, so we took them away
- Freebies when closed. Delivery from collection.
- Both.
- We are offering regular collection items.
- Items from our collection.
- both
- We had been doing it with freebies. We will be switching to normal collection on 5/4
- Normal collection and puzzles from the book sale / puzzle exchanges
- We would be offering materials from our regular collection.
- Pick up bin items are from our collection. We also maintain a small Little Free Library shelf from our book sale stock.
- Collection
- I am offering items from the entire collection.
- Both
- From our normal collection.
- normal collection
- Collection
- Items from collection.
- Regular collection.
- Nothing now, but probably our normal collection. We might throw in freebies to households we know what to give from our free stash.
- Normal collection, not taking or filling holds, so material must be available that day.
- our normal collection
- Normal collection and donated items

- We plan to offer books/media/playaways from our collection.
- TBD
- Both - collection and we have also had math kits for kids, science kits, giveaways for Easter, etc.
- Currently just free books. Will resume circulating via porch pick up when deemed safe.
- No.
- From the normal collection (see #4 above). We closed down the "free shelf" located on the porch to eliminate multiple people handling items.
- Items from our normal collection. Book orders are currently on hold, until I set up UPS deliveries to my home.
- normal collection items
- From our normal collection. Items will be checked out to the patron requesting.
- From our normal collection
- Books in our collection.
- We are offering items from our normal collection and will also offer jigsaw puzzles for patrons to keep from our donated collection which is on site and hasn't been touched by anyone in over a month.
- Things from the normal collection. We also quarantine items that have been returned for 3 days before letting them go out again.
- Both
- Normal collection
- Currently we aren't offering ANY physical items, but once curbside service resumes we plan to circulate our normal collection.
- Normal collection.
- When we resume, materials will be from the collection.
- Yes.
- There is a cart of free stuff outside too.
- Collection, will think about how to give away freebies because we have tons. Open to suggestions.
- Neither
- Normal collection.
- NORMAL COLLECTION
- Our normal collection is available.
- Not offering anything right now.
- Patrons can request items available in our collection. We suspended interlibrary loans and are not accepting returns, so only items that have been on the shelf can be checked out. Magazines have been popular and the patrons do not have to return them.
- Both
- both. there is an outside tub of free items that anyone can access at any time.
- Normal collection
- Yes, we offer items from our collection. All items checked-out are sanitized.
- We are offering book sale donations and library discards.
- items from our collection
- I am circulating all materials from our collection, after disinfecting and quarantine.
- Both

Are you taking returns? If so, what is your procedure for quarantining and/or sanitizing?

- Yes. All items are sanitized upon return
- Plan to when we start pickup service. Quarantine for 1 week before checking in and shelving. Will adjust this plan if we read alternate advice.
- When returns come back we quarantine them for 24 hours before checking them in. We wear gloves and sanitize, except for magazines.
- We will take returns and quarantine for 14 days.
- The book drop is emptied and the books are put in quarantine in the elevator until at least one week has passed before I will re-loan them.
- We'll have several bins across our tables, each bin with the date of when it was taken from the drop box. After 3 days books will be sanitized and reshelfed.
- Yes, we disinfect everything returned put on carts and wait 3 days before shelving...although with staff at home this has backed up
- At this point no. However, we are looking for guidance as to how long we should quarantine returns. Sanitizing items will be difficult because it's near impossible to source disinfectant/wipes etc. I'm still having a problem sourcing TP, paper towels etc.
- "I am taking returns through the return slot in our front door. Every morning, I pull the box from under the slot, drag it into a corner and label it with the date. Replace with a new box. These materials are not touched for over a week.
- After 7-9 days, I process the box: check in the returns, wipe covers with bleach solution, set on shelving cart where they sit another 2-3 days before being shelved or circulated. "
- We are accepting returns. All materials are collected from the return bin on Monday, Wednesday, and Friday, and held on the check in cart for 48 hours. Staff washes hands after emptying return bin.
- See above
- See above. Items must be returned to drop box. Drop box is emptied wearing gloves and mask. Items are carried in and put into quarantine for 14 days. At the end of this time, items covers are wiped with a disinfectant wipe, then reshelfed.
- 7 days from return in quarantine before checked in, reshelfed or recirculated. All materials are due 6/2 right now, so not requiring returns at this time.
- At this time, the book return bin is closed. A few items are returned each week and we place them on a book quarantine cart for a minimum of 3 days. When we begin to offer curbside service again, we would take returns at curbside and in the book return bin.
- We will be as we get closer to opening. Our plan is to collect items from the book drop and keep them on a cart for 48 hours before checking them in. We plan to spray the cart with disinfectant upon arrival. We have not yet determined if/how we will handle CDs and DVDs.
- Returns in outside bookdrop. They go into a wheelie bin. They get labelled and sit for 4 days before they're handled for check in. Same with mail.
- Yes, from our drop box. They are placed in a cardboard box with the date and then left there for 10 days.
- Items are removed from outdoor drop box using rubber gloves, put in cardboard box with date and quarantined for seven days.
- We are/will take returns. We are currently quarantining for 9 days on dated carts from our bookdrop. We do not sanitize. We won't have the capacity to do so when fully open. We will continue to quarantine items upon return.

- Item surfaces are wiped down with alcohol based sanitizer and paper towels, then placed in an area for 14 days quarantine before being reshelfed/recirculating. Each separate area is labeled with date of return/date to reshelve tags.
- We are asking people not to return items. They have been, anyway. I've been leaving them to quarantine in our book drop, and then bringing them inside once a week with gloves, and leaving them to quarantine for a week inside.
- We accept returns in our exterior book drop. We don't quarantine items per se, although because the building is closed to the public, items spend at least 24 hrs - and more often days or even weeks - in the building between patrons. According to the CDC, 24 hours is adequate to prevent COVID19 transmission via paper. We continue to wash hands frequently and disinfect surfaces.
- We are now encouraging returns. When items are checked in, they are checked out to a "COVID" patron account and placed in quarantine for 2 weeks in a closed room. Once the two weeks are up, we remove the book cart from the room and leave it for an additional day before shelving items. We are wearing mask/gloves when handling library material at all times.
- The returns go on the return box and stay in quartile for 3 days before being handled
- We are not currently taking returns but would like to. When we are able to open up curbside pickup service we will take returns. In March we were quarantining materials for a week and then wiping down the outside of the materials with sanitizer, We would like more guidance from the VDOL on quarantine times and sanitizing if available.
- We are extending due dates indefinitely so patrons do not have to return, but do allow book drop returns. We empty the book drop daily and check in books. Items must have been checked in for a minimum of one week before being circulated again.
- Returns are taken from the drop box 3 days a week and sit in a closed bin for a week before being handled for check in and shelving.
- I am not taking returns until we reopen and I have the staff and volunteers to help me sanitize the items.
- Not now, but we will place holds in our basement for 3 days then return and reshelve.
- We empty the book return, sanitize each object with Clorox wipes, then quarantine them for a week before shelving them. After handling the materials staff wipe the door knobs with sanitizing wipes and wash their hands.
- TBD. As of now, Material can only be returned on Friday. Staff will not touch or move materials returned for 7 days, in order to minimize risk of exposure.
- Yes. They drop into a cardboard box through return slot. I kick the box to the side to quarantine anywhere from 1-2 weeks. Then I replace with a new box.
- Returns via outside drop only. We switch out the bins, then each bin sits untouched for four days in the lobby to quarantine.
- Yes, sanitizing by the passage of time.
- When we do, after we OPEN, returns will be quarantined to the back table in plastic bags for 4 days. The bags will be loaded with materials from the book return using gloves. After filling bag, gloves are discarded and hands are washed. New gloves for tying up the bag and labeling it with the date. When they are "ready," they will be checked in and handled as normal, by someone wearing gloves and/or washing their hands frequently.
- Quarantining return materials for 7 days before recirculating.
- yes -- see response above re isolation of materials for 14 days
- Yes, the return box is on the front porch. All returned items are quarantined in the basement for 1 week. Then they are brought upstairs, covers wiped with alcohol, and shelved.

- We will be taking returns and handling them with gloves. Before we shut down we were leaving books in quarantine for 9 days. We would do something similar on re-opening although hopefully, the quarantine period could be shortened depending on latest research.
- TBD
- Yes - Items are returned via the dropbox. The dropbox is emptied on Tuesdays and Fridays - those books have been sitting in there a while. I check the items in wearing gloves, then they sit on book carts for 24 hours. The books are then placed on a table for another 24 hours. According to the CDC/IMLS webinar - time is the best cleaner and they recommended a 24 hour sitting period.
- Books are left where they fall on the floor coming thru the drop for at least 2 days, usually 7. Then they are checked in and covers wiped down with sanitizing wipes.
- See #4
- I am emptying our book return each time I am at the Library. It is typically full, even though we have encouraged people to hold onto items. Books are placed in bins and are quarantined for about two weeks before being checked in. I've been placing them on book trucks once they're checked in, but haven't actually returned any to the shelves. I will need to soon due to space constraints.
- "Info for patrons:
- Books that are received in the drop box, stay in their Box, untouched for 7 days.
- The receiving Box is pulled aside (at the beginning of every shift-T, TH and F), labeled with the date, and replaced with another empty box.
- After a week, the as yet untouched books are wiped with disinfectant, checked in, sit another day or so and then are shelved.
- Please note: We do not wear masks or gloves inside the library, but wash our hands a lot!
- We suggest that you still follow your own preferred cleaning procedure for incoming items.
- 2 items (book or puzzle) per patron
- Return your books to the drop box anytime.
- Keep in mind: circulation will be slower than usual
- Call/email the library with your next book choice or set up your account & place a hold from home
- Arrange for a pick-up time slot"
- We are taking returns and quarantining items for 10 days. We empty the book bin with plastic gloves. We are not using masks to empty the bin.
- All returns have the covers wiped and are then quarantined for a week before going out again.
- Items are returned in the bookdrop. We wear gloves when emptying it and put the items on a counter off to the side with a date they were brought into the library on it. We don't touch them for at least three days.
- We will not be taking returns.
- Yes. When returned, we wipe down the books with Clorox Sanitizing Spray. They do not go immediately back out.
- We are accepting returns in our outside bookdrop. They are taken out everyday, and gloves are worn to do this. They are set in a box specifically for that day of the week, and then not touched for another 7 days. The covers are then wiped down with Colorox Disinfecting Wipes and they are put on a book cart for another 7 days before being put back on the shelves.
- We are not currently taking returns. We plan to resume accepting returns May 16th, unless we receive other guidance from the ACCD or Department of Libraries. We will wear gloves to

empty the book drops, then stack the books in our main reading room for 48 hours before wiping down the covers with a Clorox wipe and then reshelving them.

- We are taking returns. Items are checked in and then boxed. Boxes are dated. We open the boxes back up after ten days in "quarantine", sanitize covers with cleaning wipes, let dry, then re-shelve.
- Yes. Even during our "suspended" period, people who may not have read our posts or communicated with us have returned items through the book drops. We handle returns as little as possible, putting them in different areas with date of retrieval from the book drop (hand-washing following). After four days, we check them in, wipe their covers, and return to the shelves for re-circulation. A big question we have is whether or not the wiping of the covers is a necessary step after a four-day quarantine.
- Yes. Items are bagged and sit for 9 days before checking in and shelving. Visible soil is cleaned off using standard procedures, but books are not sanitized.
- Yes. All items sit for about a week before being re-shelved.
- Returns in book drop. Quarantined one week in unheated barn attached to library and wiped down after that isolation, then put back in rotation.
- No. We are not accepting returns until further notice. We are awaiting guidance from VT Dept. of Libraries, IMLS, or American Library Assoc. for safe quarantining and sanitizing procedure specific to Library Materials. We have written to ALA and IMLS asking for help with this. Until we have some consensus, we are not feeling safe circulating materials or accepting them back.
- Returns are put in box on porch. Staff uses gloves to bring them in. They sit for 72 hours before reshelving. Staff wipes them down with bleach water solution.
- YES. I WIPE ITEMS OFF BEFORE PUTTING BACK ON SHELVES
- We are taking returns: we clean them with a bleach solution, then check them out to a special "quarantine" patron and set them aside for three days.
- Returns are now far and few between, but patrons have been told to leave in dropbox. I don't collect the books very often so they end up in dropbox for quite a few days.
- No, we are not accepting returns. If someone ignores the signs and returns items I sanitize the covers and keep them quarantined for at least a week.
- "We are encouraging people to keep their books until we call for them, but we have left our book drop open rather than have the patron leave the bag on the steps :(
- I bring the books into a side room, put them on a table & let them sit there for a week. If we have a request for one I will pull it out wipe it down with cleaner. "
- Items returned are quarantined for two weeks upon return.
- See above
- All materials returned are sanitized. Book Dropbox handle is sanitized.
- We leave returns on a table for 14 days before processing them. We don't sanitize after leaving for that long, but we do wash our hands.
- we have been accepting items to after hours night drop box, items go into plastic garbage bag that's sealed and dated, not opened for at least 5 days, when bag is opened staff person is gloved, checks in items and leaves them on open air shelving for several days before shelving in collection
- See #7
- yes, leave untouched for 10 days, then sanitize with 99% bacteria free product, air dry for another day

What is your plan for getting more of the above?

- We will be using cloth masks and washing them.
- I'm not sure. We will order on amazon or buy when they become available and wash our masks.
- We pre-ordered some supplies back in March and will add to order at the start of May.
- I have made my own masks. No longer use gloves, use purel all the time or wash my hands. Gloves get quickly contaminated and become useless. Washing hands and using sanitizer is best.
- We don't have one yet.
- Orders placed, not sure when they will arrive. We have homemade masks.
- Good question! We will source cloth masks locally. I have no idea how to source other items once we run out. I'm looking for suggestions.
- I am using reusable cloth wipes with a bleach solution given to me by my local Dr.
- I have a cloth mask that I can wash and reuse.
- I have a healthy supply of gloves in our first aid kit.
- I have enough hand sanitizer and Clorox wipes to last a few months.
- Hopefully, by the time I need more, supplies will be easier to obtain. By using reusable supplies, I am lengthening the time before I need to purchase."
- Our supply should last through the summer.
- Purchase as needed out of our budget. I am sure we will go over. My other staffer that is working with me has also with been making cloth masks for my Rotary club to distribute to DHMC, Rutland, & Springfield hospitals, some nursing homes, local businesses and individuals that request some. I handed some out to our UPS driver the other day and he asked for a few more. This is what staff will wear. We do not have the resources to provide patrons with masks.
- We have no masks. We have very little hand sanitizer. We have plenty of soap. We have limited disinfectant. I am considering doing a community drive for disinfectant spray and wipes. I am not sure this is safe and/or wise.
- We have a local distillery making sanitizer for free distribution, and a mutual aid network that can help with gloves.
- Our plan is to order more masks, hand sanitizer and gloves as they are needed and available. Soap and disinfectant would possibly be provided by the school maintenance staff since we are a joint school and public library. We are not sure about that yet.
- Staff will bring masks from home. Hand sanitizer, disinfectant spray and wipes will be ordered to arrive when available, or we will try to get some at local stores.
- We're looking into it. We don't know.
- I will try to obtain gloves (size small--hard to find) from Amazon as well as masks, hand sanitizer and disinfectant. I currently use a homemade mask, but have to wash it at home and let it dry completely before I can use it again
- Not really using hand sanitizer.
- All individuals have personal masks. We have more of other items on order. It was impossible to get much in March but has been better lately.
- Hoping to restock in the near future, generally our source is Staples.
- No plan. We have no sanitizer or masks.
- n/a. The masks are homemade and washable. We can't justify using gloves and hand-sanitizer when there is greater need elsewhere, and soap is ubiquitous and the most effective way to clean hands.
- We are actively searching for more disinfectant (and other PPE) on a regular basis, ordering when it becomes available through various vendors.
- Online orders

- We are pretty well stocked for now. We are unclear on whether we need to sanitize the outside of books if we quarantine materials for 7 days, so guidance on that would be helpful.
- Staff has made cloth masks which can be washed. We are watching for other supplies to become available by ordering or in local groceries. Hand sanitizer and soap are highest priority.
- I am unsure how I'll procure more globes but they are used (and reused) to empty the drop box only. Then they are left to sit for a week, like the books, before being used again.
- I have a cloth mask which I plan to wash and dry every evening. I assume that is o.k. I am ordering hand sanitizer.
- WB Mason and masks being sown by volunteers.
- Right now it looks like there is product available on Amazon. We can also use the formula on the CDC website to make our own disinfectant. We have plenty of bleach and 70% alcohol in stock.
- TBD. Plan is still being developed. commitment to launch is dependent of state guidelines for re-engaging businesses
- Ordered more from wbmason, I saw it is now back I'm stock
- We have contacts with two different suppliers & hope at least one will have what we need.
- Supplied by my school.
- Inventory to assess need, order to be delivered so that we have at least 2 months worth of everything, if available.
- We've placed orders with backordered suppliers, but aren't certain if any will get filled. Staff can use their own cloth masks and that should help with the mask shortage for the short-term. Once the building opens to the public, whenever that is, a steady amount of these supplies will be key.
- Anyone entering the library, a board member, for instance, provides their own mask and gloves. 2 patrons in town are sewing masks for anyone who needs one.
- We have orders in. Making homemade solution using bleach is a possibility. I don't think there are options for gloves though.
- TBD
- Grocery store, town office has secured supplies - not a real issue.
- "The answer to unsure above. Hand sanitizer, none. Mask is home made washable.
- I might have a lead on hand sanitizer which I assume can be used in place of lysol wipes."
- Personal or Trustees
- I can make more masks, although I'm concerned about a continuing supply of elastic. I am looking for sanitizer every time I shop for groceries.
- We'll attempt to order from our regular suppliers. I'm not sure what to do if they're unavailable. The City's Fire Chief has mentioned he may have more access to purchase. Purchasing additional safety and cleaning supplies will require that I reassess our budget to ensure we have funds to maintain supply. I've also brought Clorox Wipes from home that I had originally purchased for my son's school. I'm concerned about reopening and being able to provide PPE for my staff. I have cloth masks made by a family member.
- Purchasing locally
- Many vendors now have these items in stock (e.g., WB Mason, Office Depot). If we run out, we can make our own disinfectant with bleach solution spray.
- When shopping, will pick up extra of any that are available. Cloth masks will be washed and ironed.
- I don't have one other than trying to buy them locally.
- This is our biggest challenge. We do not have masks at this time. I don't want to purchase and take away from front line workers who need them desperately in some cases. I am also reticent

about asking staff to provide their own face coverings or the library providing face coverings that may not be as effective as masks. This is our largest stumbling block to providing this service. I am still in the process of gathering more information about face coverings and liability for the town, etc. I know I can get soap, but not sure about the other items. We should not use much disinfectant, only during the day on doorknobs, etc in the library while staff are working and at the end of the day. We will not be accepting returned books so will not be disinfecting any books.

- Shop or order delivery.
- We will purchase any way available.
- Checking every day online sources and when available ordering. Also checking in local sources when going out for essentials.
- We plan to use washable fabric masks. As for everything else, we are hoping we don't see significant supply-chain disruptions and can order more as needed.
- We have fabric masks made by the mother of a staff member. They will last indefinitely with proper cleaning. We have been able to get disinfectant regularly at our local grocery store, but due to shopping limits can not stock up or buy ahead.
- Our masks are homemade cloth and can be washed. We will keep checking for availability of gloves and sanitizing agents through local and online vendors, and will utilize rigorous hand-washing if unavailable.
- Grocery store or Amazon. I had to reorder gloves already. I placed the order, it took close to 3 weeks for them to arrive, but they did arrive. I plan to do a similar lengthy lead time for any reorders.
- Hoping to institute a bleach-based computer cleaning system and move away from disposable items that are presently hard to source. (I.E. disinfecting wipes & hand sanitizer).
- ALL of my vendors are out of masks, sanitizer and cleaner. If we cannot get more supplies we will close again. Need help with supply chain with this if we are expected to work.
- Looking to purchase more hand sanitizer. Staff have their own masks.
- KEEP LOOKING
- Get on preorder lists NOW.
- I am making masks. We have enough other supplies.
- It has been difficult to order more of any cleaning supplies, so I am unsure. I will not be able to continue the small pickup service we offer if I do not have the necessary supplies. The library is in the same building as the Town Hall and Town Clerk's office, so I am able to use the shared bathroom's hand soap. I only have personal homemade masks that I use.
- My mom is sending us hand sanitizer.
- Amazon.
- Not sure
- We have enough supplies to last us a couple of months, or longer.
- If they are available in the store, we would purchase them there. We had ordered through Amazon, but when we closed, they could not deliver. We were unable to direct them to another address. One of our trustees is going to see if she could get us gloves.
- Some of the above might last longer, I'm not in building to check, but local stores, regular vendors/Amazon if necessary
- As I'm the only employee using these items, my supply will last for quite a while. I expect that I will be able to re-supply at local stores, as I am not using it up in great quantities.
- Shop

Any additional information, questions, or feedback?

- We are close to a general store, so we can claim that patrons are picking up books on their way to the store... but offer curbside service still seems against the intent of the Stay Home order. I'm hoping your guidelines will clarify that service is in line with current thinking related to social distancing. We are under some pressure to offer pickup because another library close to us has done so, but I would love to know how many libraries are doing it in the state, and learn all I can from their experiences.
- Thank you for gathering this information.
- I appreciate the questions on this survey and gladly fill it out hoping it will help, but there are a lot of repetitive questions leading to repetitive answers.
- I don't expect NPL to reopen to the public any time before June (July? August?) But I would like to resume curbside pickup in May if possible. However we'd have to know how long to quarantine returned items and have gloves/sanitizer/soap available for staff (only 2 at a time.) Thank you so much, Lucinda
- no, no, no, no not as long as the Stay Safe, Stay Home order is in place. lives over books
- I am on week 4 of curbside service now. I have been doing 12-20 appointments a day and I haven't had an instance yet where patrons have crossed paths during this process. I also have not crossed paths with patrons doing this.
- Full description of our services and procedures at <https://static1.squarespace.com/static/577263c59de4bbb95cf54bb7/t/5e94abf7bfaecc6753a3e1c6/1586801655997/Modified+Parking+Lot+Pickup.pdf>
- Thanks for all you are doing!! Much appreciated.
- We really need direction from the state and regional/local leaders. It is imperative that libraries reopen in a considered coordinated way. Home card, for example-- if my library opens before, or to a greater degree than neighboring ones I can be inundated and overwhelmed by the volume. I do not have staffing to accommodate this. This is all very tentative and simply my best guess of how we could begin providing books to patrons.
- We have received a lot of feedback from the community that they feel access to books/other physical materials is an essential service, and important for many people's mental health. There are a good number of people here that do not have reliable internet and cannot simply move everything online, or afford to purchase books for delivery. The Library Trustees and Select Board support continuing to offer this service to our community members.
- Thank you!
- It has been suggested to us that we also offer home drop off. We aren't planning that at this time, but if people are desperate I guess we will have to consider it. We are hampered somewhat by current staff furloughs so we have to be very efficient with staffing hours.
- Will the state library be supplying the above items for us? Since we don't know how long we will need all of this equipment, so not sure how much to order and it has to come out of the supplies budget. Thanks you. Jill
- Our patrons were super appreciative of curbside pickup, especially families with young children and babies. (Have you ever been at home with more than one baby?) Trustees stopped it upon your recommendation, leading to patron complaints. Patrons were realistic about risks and had been happy with our procedure.
- "Hello Jason,
- I appreciate your careful consideration of restarting curbside service, and advising us on the practice.

- These hours are truncated from our normal operating hours, we are open 15 vs 38 hours per week. Our volume varies, but generally we are processing 15-20 check outs in a day, and about that many returns.
- We give patrons a disclaimer when they pick up items: we can't guarantee items are free of germs (whether COVID19 or any other), and point them to the CDC's guidance for cleaning and disinfecting.
- There has been some concern that by providing pick-up service, we are encouraging patrons to make unnecessary trips. However, anecdotal evidence shows that patrons are bundling their trips to the library with other necessary stops like the grocery store, pharmacy, or transfer station."
- Our patrons have enjoyed our 'surprise bags' that have been on the railings for the past several weeks but are itching for library materials and we are running out of materials to give away. We encourage them to ONLY come out in conjunction with other essential travel.
- Thanks very much!
- We consider this service, carefully monitored, to be very important to the patrons who are making use of it. They are combining the pick ups with other essential errands. Some do not have other options--including making use of virtual services we are also supplying.
- We are offering free books this week at school lunch pick up. Until we can have more than 2 staff in the building at a time we cannot offer curbside. The date above is just a hope.
- We feel that we can be very safe in our method of delivering materials to our patrons. We live in a small, poor, rural community. Many people can't afford to buy books and movies. Many people do not have good internet at home to stream movies. The library can help students doing their studies at home. The school libraries are closed. Many people do not have printers at home. We were offering (and will offer) to print materials using the same delivery method. There is so much that we can do to help our community.
- We donated almost all our masks to the hospital last month. Oops??
- I am anxious to have a statewide protocol settled upon. I will do whatever is recommended as long as I can begin circulating books safely.
- We are a very small, but busy library. We can't wait to get back to sharing our materials, curated specifically to our community's needs. Since we are a simple organization (1 employee), safe distancing is no problem.
- The ability to provide curbside really depends on the design of the facility. Some libraries like ours are big enough and have the right design to truly have safe contactless curbside pickup. I'm sure others do not have enough elbow room or the right design to make it feasible. Any regulation would do well to take into account the diversity of libraries in the state. Would be happy to show someone the system we have in place if that would be helpful!
- Furthermore, once in the library, a sign instructs anyone (like a staff or board member) who enters the library, to wash hands immediately. If 2 or more people are inside the library, we practice social distancing. Any surfaces touched in the library must be wiped down with alcohol before leaving at the end of the day.
- Thank-you for gathering this information! VTLib's help and guidance through this has been invaluable.
- I have received so many positive comments and grateful responses from our community. This service nicely complements our virtual services - story time, book group, and online services. This process has complied with all guidelines the whole time. It is one of the advantages of the one person library.

- The form of this questionnaire reads like we are doing curbside now. To be clear, we did curbside for 2 weeks before we closed entirely. We hope to reopen for curbside in the next month or when directed that we are permitted.
- I also do a few home deliveries - basically the same protocol with pre-arranged drop-off on the doorstep.
- Under direction from city management, I've been offering pickup and home delivery since we closed on Tuesday, March 17. I've done my best to stay on top of the most recent recommendations, and keep the space and materials sanitized. The anxiety and worry that has come with offering this service has been debilitating at times. It has felt like operating a speakeasy. Patrons have very much appreciated this service. I have appreciated the opportunity to serve patrons, but I don't know that the benefit outweighs any potential risk. The time it takes to prepare each pick up is not insubstantial. Patrons have been very understanding that brand new titles are not available, and following pick up guidelines. I do think this is a service that will be maintained indefinitely, even if/when we do return to normal operations.
- "I did not jump into this. We closed the library completely on March 16th, and saw all our surrounding libraries offering curbside. I wanted to also, but didn't have the confidence in our procedure, mainly because of the book returns. I searched other libraries for info, and asked the State Library resources a number of times about the guidelines for curbside. I was always referred to an email about libraries having to close. It didn't give any guidance about curbside procedure. Then I found Brandon Library's posting on Instagram, and chatted with them. They seemed to have a very well thought out plan. Letting the books sit in quarantine upon return was the breakthrough for me. I brought the plan to our virtual board meeting, and it passed. Even then I took an extra week to do some test runs, and gather feedback. I am continually improving the presentation and procedure. I want to be safe, clear and responsible, while offering the essential: books during lockdown.
- I think what makes it so hard is the fact that everyone has had a different response (both individual people to Covid and) libraries to providing materials to their patrons. The people in my town knew that neighboring towns were offering curbside, and kept pestering me. Why can't you too? they wondered. After a month with the same books (March 16-April 20) people were really desperate for new books. I was starting to get a lot of phone calls asking for curbside, asking if I could sneak in a get a book (no!), and those with keys, like trustees, wanted to come in alone. I think it is much safer to have this plan, with 2 people involved, with cleaning procedures spelled out for all to see and know. It is honest, clear and responsible. Another thing to realize is that we are a small library without stellar access to digital materials. The Overdrive system has been crashing daily because we use EZproxy, and most popular books are on hold anyway. The digital system is in no way a substitute for a paper collection in a rural town with elderly patrons, for quite a variety of reasons.
- I feel like we have worked hard to put together a system of lending that although slower, more tedious and cumbersome than regular check outs, is still enormously appreciated. I released the email announcing our curbside service, and during the next 24 hours received over 20 positive responses, and 15 immediate requests. These will take several days to fill, but people know that we care about them. And they know that we are willing to work safely to get them the books that they need to continue being responsible citizens working to embrace isolation in order to reduce virus transmission situations.
- We look forward to resuming curbside service and believe it can be managed while maintaining physical distance. I am not at all comfortable with having anyone in the building until there is a vaccine, given the high number of asymptomatic carriers.

- Some of our patrons say that being able to borrow books and movies is critical to their mental health while housebound, especially those who cannot afford to buy materials.
- I entered unsure for #13 because I don't know what my needs will be. So far, taking it slow and limiting how often we use them to handle the books is my plan.
- I have a mom in an assisted living facility who has been restricted to her one room unit for more than a month. So far she is without COVID-19, but her mental and physical health are deteriorating without access to people, the internet etc. The majority of people who have asked to borrow things were senior citizens with limited resources, and were feeling very isolated, so I can identify with where they are coming from. There was also a family that was feeling desperate to have books for entertainment and a sense of normalcy for their kids. One of whom has learning challenges. All expressed a great deal of gratitude! There has only been about a dozen people that have borrowed items so far.
- As always, we need to do the best we can for our communities, responsive to their concerns and now more than ever, be supportive of their mental health and education needs."
- Thank you for providing this survey. We want to provide this service for our patrons, but we want to do it in a way that is safe for both them and our library staff. Our biggest concerns is having materials we need to safely provide this service. If we cannot get face coverings that are sufficient or an answer to what is sufficient we probably are not going to be able to provide this service at this time.
- Our patrons are SO grateful for this service.
- People have been great in respecting the stay home order. The patrons requesting materials for for parents for their children, and then our single or elderly patrons who depend on the library collection to maintain there sanity.
- Libraries all around the state would like clearer guidance from the Department of Libraries regarding recommendations or best-practices for sanitizing collections, protocols for offering remote services, etc. It's clear from the Listservs that there are some very different interpretations of what we "should" be doing. I understand we are all locally funded and locally controlled, but it is inefficient and pointless for us all to reinvent this wheel, as-we-go, operating in silos.
- Our two main questions: Is a four-day quarantine adequate, or should it be longer and/or also accompanied by wiping covers?
Should returns be sealed in plastic bins or exposed to the air during the quarantine period?"
- This service has been working well in our community. We will also add local school kids who need materials delivered from the school after spring break ends this week. The advantage of Home Delivery is that we're not dependent on patrons following social distancing protocols or showing up on time.
- These are ideas we have, we have no plans to open yet. I am waiting for guidance from VTLIB and the State.
- It would be helpful for the Department of Libraries to try to find out what the safe quarantine time is for library materials and also disinfecting procedures for materials and put out protocols for all VT Libraries to refer to. I understand their hesitancy to do anything more than suggest, but we should all be trying to follow the same safe handling rules. If Inter library loan is to start up again, I want to know that all libraries are being given the same information so that we can all be assured that we are trying to follow the same guidelines. Thank you.

- As much as I'd like to resume curbside if we can't open soon, I am definitely concerned with the further contamination of materials going in and out.
- The patrons that have used this service have been very thankful; for example, I have received very emotional voicemails, one from a patron saying it was like Christmas and meant a lot to them. I have also put coloring pages and bookmarks in bags for families with young children, which has been appreciated. However, Chelsea Library is small and I have the unique advantage of living close, so I do not drive or commute far to fill the few requests we get; in fact, I walk through a cemetery to get there, so I am as isolated as can be. Patrons have also been isolated when picking items up since they can arrive at anytime and I mention when we communicate that they should wait until they need to do a necessary errand to pick items up. This is why the pickup service has worked for us and is easily maintained. I hope that I am not causing any issues by making this service available and will not offer it if there are any issues. I would also like to be in solidarity with other Vermont libraries and do think it would be a very difficult service for larger libraries to offer.
- The process is working for us.
- I have been frustrated that there has not been better guidance coming from the state about what we should be doing. Some libraries in my area having been offering curbside service or delivery while others are not. Our library made the determination that offering such services did not comply with the "Stay Home Stay Safe Order" as it would encourage either myself or patrons to be out of the house on non-essential business. However, I hate providing less access than other neighboring towns. Currently we are planning our phases of re-opening. This will include a "little free library" first and then curbside and delivery service. It all makes me very nervous though and I feel uncomfortable being put in the position to make these determinations. I would prefer that all libraries were following the same guidelines and procedures to promote and exemplify safety and compliance with the governor's orders. This seems especially important as libraries typically deal with the most vulnerable populations.
- We are providing story times online each week. We hope our AmeriCorps person will be adding their story times as well. We have supplies for STEM in a bag and we hope to add that to the free box.
- We appreciate VTLIB gathering this info and acting on behalf of libraries with ACCD. We understand libraries are not essential services at this time and we will wait for clear guidance and best practices to proceed. We expect a gradual re-opening process.
- My trustees, select board and community feel very comfortable with the system we've been able to put in place here at the library and many have expressed gratitude for the availability of materials from the library. It has been an important component of wellness and mental health for our population, which has many individuals who are not comfortable using electronic devices or spending their entire lives on-line.
- We have placed some bagged craft projects outside for pick up, and have a story walk set up (today) in a field.